

California State University, San Bernardino

CISCO 794X/796X/797X IP Phone Reference Guide

DIALING AND ANSWERING

ON CAMPUS, INTERNAL CALL:

- Obtain dial tone (lift handset, press new call, press speaker, etc.)

- Dial 5-digit extension

OFF CAMPUS, LOCAL CALL:

- Obtain dial tone
- Dial **9 + 7-digit** number

OFF CAMPUS, LONG DISTANCE CALL

- Obtain dial tone
- Dial **9 + 1 + Area Code + 7-digit** number

To answer a call on your primary line:

- Lift handset or press **Speaker**

To answer a call on your secondary line:

- While on another call Press Answer softkey


This will put the first caller on hold automatically.

To end a call:

- Hang up handset Or press **End Call**

SPEAKER, HEADSET, MUTE

To generate or accept a call without lifting handset:

- Press  or **Speaker** key

To generate or accept a call using headset:

- Press  or key

To mute the microphone in the handset or headset:

- Press  key

HOLD

To place a call on hold:

- Press **Hold** softkey
- Hang up handset

To reconnect with the call:

- Lift handset
- Press **Resume** softkey or the line key

If multiple call are on hold, use the **Navigation** button to select the desired call before you press **Resume**.

VOLUME


To adjust the handset, speaker, or headset volume:

- While listening, press  key



- Press **Save** softkey

To adjust the ringer volume:

- At an idle phone, press  key
- Press **#** key to save the setting

TRANSFER

To transfer a call to another extension:

- Press **Trnsfer** softkey (caller is put on HOLD)
- Dial the appropriate 5-digit extension
- Announce the call, if you like or.....
- Press **Trnsfer** softkey to send call.

To retrieve the original call if no one answers:

- Press **EndCall** softkey
- Press **Resume** softkey

To transfer a call directly to a colleague's voicemail box:

- Press **Trnsfer** softkey
- Press ***** key
- Enter mailbox number
- Press **Trnsfer** softkey

STANDARD CONFERENCE

To initiate a conference call:

Start with an existing call on your phone

- Press **More** softkey
- Press **Confrn** softkey (Caller is put on HOLD)

- Dial the number (+9) of 2nd party

- After 2nd party answers
- Press **Confrn** key to join all parties

Repeat for each person you are adding to conf with a total of **6 parties including yourself**.

NOTE: Only the initiator can add callers!

If a party doesn't answer or doesn't want to join:

- Press **EndCall** softkey
- Press **Resume** softkey

To remove yourself from the conference:

- Hang up your handset
- (No one may be added to the call once the initiator hangs up)

To remove any person called on conference

- Press **More** softkey
- Press **Confrn List** softkey
- Use arrow keys to locate individual
- Press **Remove** softkey

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FORWARDING

To forward calls to another extension:

- At idle phone, press **CFwdALL** softkey
- Dial the destination extension

To forward your calls directly into voicemail:

- At idle phone, press **CFwdALL** softkey
- Press  (**Messages**) key

To cancel forwarding:

- Press **CFwdALL** softkey

CALL PICKUP

To pick up a call ringing at another telephone within your predetermined Call Pick-up Group:

- Press **Speaker** button
- Press **More** softkey
- Press **Pickup** softkey
- Lift the handset to answer the call

CALL PARK

To park a call in the system:

- Press **More** softkey
- Press **Park** softkey
- Note call park number in display (102xx)

To retrieve a parked call:

- Lift handset of any phone
- Enter number of parked call


ABBREVIATED DIAL

To call a number previously stored in speed dial:

- Press **More** softkey
- Press **AbbrDial** softkey
- Enter the 2 digit pre-programmed # and press Dial

CALL HISTORY


To view missed, received or placed call history:

- Press  (**Directories**) key
- Scroll to desired history option
- Press "**Select**" softkey

To exit viewing call history:


- Press **Exit** softkey twice

To speed dial a number in the call history:

- Press  (**Directories**) key
- Select desired number
- Insert "**9 1**" using the **EditDial** softkey, before the number, if required
- Press "**Dial**" softkey

CSUSB CAMPUS DIRECTORY

To find a name/number in the directory:

- Press  (**Directories**) key
- Scroll to **CSUSB Campus Directory**
- Press **Select** softkey
- Choose to search under first or last name
- Press the corresponding number key to get the letter you are trying to enter

Example: To type a b, you must hit the 2 key twice

- After entering 3 or 4 letters, press **Search** softkey
- Scroll to the desired name/number
- Press **Dial** to contact that person


CONTRAST

To adjust the display contrast:

- Press  (**Settings**) key
- Scroll to **Contrast**
- Press **Select** softkey
- Press **▲ ▼** oftkeys
- Press **OK** softkey
- Press **Exit** softkey

RING TYPE

To choose a ring type:

- Press  (**Settings**) key
- Scroll to **User Preferences**
- Scroll to **Ring Type**
- Press **Select** softkey
- Scroll through ring type options
- Press **Play** softkey to sample ring
- Press **Select** softkey to make choice
- Press **OK** softkey
- Press **Exit** softkey